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## ABSTRACT

This book is designed to provide practical guidance to persons acting as facilitators of community and decision-making groups. Examples, scenarios, real situations, and (where appropriate) research results are incorporated to illustrate all major points. In the introductory section, facilitation is discussed in a problem-solving and decision-making context. The remainder of the book is organized in three parts discussing the facilitator's role before, during, and after a facilitated session. Part 1 examines the actions a facilitator should take before the actual work session with the client group; it includes separate chapters on initiation of the design process, issues to consider in the design process, and relevant space and equipment considerations. Part 2, which is devoted to the actions facilitators should take during a facilitated session, includes chapters on the acting as manager of the process, setting the session rules, consensus building and collaborating on problem solving, helping groups identify and explore expectations and issues, and closing the meeting. Examined in part 3 are the steps facilitators should take after completing a session: completing the project, generating a report, and following up. An index is included. Contains 30 references. (MN)

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